

23 May 2017

Travel update - 23 May –

All modes of transport are affected this morning following the incident that unfolded at Manchester Arena late last night.

The thoughts of everyone at Transport for Greater Manchester are with all those affected by this tragic event. Working together with our partners at Greater Manchester Police we are determined to keep Manchester moving during this time.

The following is a travel round-up of the affected modes as of this morning:

Metrolink

Greater Manchester Police have confirmed that Victoria Station will be closed for at least 24 hours, which means that services on the Bury and Rochdale via Oldham lines are operating a reduced route until further notice.

Services on the Bury line will stop at Queens Road while those on the Rochdale via Oldham line will finish at Monsall. There is ticket acceptance by bus operators Stagecoach and First on bus services on the Bury, Rochdale Metrolink lines.

Additional buses are scheduled to operate from Central Park and Queens Road to Piccadilly Gardens as Metrolink replacement services.

Services that operate south of the city centre are also affected, with the Airport line running to Deansgate, the Eccles service running all day via MediaCityUK to Ashton, Altrincham running to the Etihad Campus or Piccadilly and East Didsbury service redirected to Piccadilly.

Journey times and service frequency will be increased across the network and trams are expected to be busy.

No Metrolink services will call or operate through Market Street, Shudehill or Manchester Victoria.

Further information will be communicated throughout the day as more information becomes available. Customers are advised to check the Metrolink website or follow @MCRMetroLink on Twitter for updates.

Bus

The Greater Manchester road network is extremely busy and a significant number of roads are closed. Bus services across the city are subject to significant delay and cancellation. Buses are also extremely busy.

No bus services are operating out of Shudehill. All services are terminating short of the Interchange.

Mega bus services are diverted to Stevenson Square.

Metroshuttle services - service 1 operating but with diversions, service 2 not operating, service 3 normal route.

All school bus services are running as normal.



Customers are advised to check with bus operators @StagecoachGM and @FirstManchester.

Rail

Manchester Victoria is closed to all rail traffic; as such rail services will not be calling at Victoria. Piccadilly Station remains open as usual.

Manchester Victoria <> Huddersfield – will start and finish at Stalybridge

Manchester Victoria <> Stalybridge – SUSPENDED

Manchester Todmorden <> SUSPENDED

Manchester Victoria <> Rochdale - will start and finish at Rochdale

Manchester Victoria <> Blackpool North – will start and finish at Manchester Oxford Road

Manchester Victoria <> Liverpool – will be diverted to Manchester Piccadilly

Manchester Victoria <> Southport, Wigan, Kirby and Clitheror – will start and finish at Salford Crescent

All rail passengers are advised to check National Rail Enquiries before travelling. @nationalrailenq
www.nationalrail.co.uk

Roads

Roads are extremely busy. There is limited access to the city centre from the north of Manchester.

There is limited access on Manchester Inner Ring Road from the north – including Trinity Way and closures will restrict access for the next 24 hours with no access to Shudehill, Victoria Station and the immediate area around the Manchester Arena.

Non-signposted diversions will be in place as a result of the incident meaning congestion and delays are likely. TfGM will be adjusting signal timings where possible to reduce congestion.

In addition there is also a fire on Ashton Old Road at the junction of Fairfield Road and Ogden Lane which is likely to cause ongoing delays.

Drivers are encouraged to consider other means of travelling into Manchester City centre, including the Park & Ride facilities at Sale, Ashton West, and Ashton Moss Metrolink stops.



Business Emergency Resilience Group 10 Minute Plan

Take 10 minutes to help prepare your business

BERG's 10 minute plan is designed to help small to medium-sized businesses prepare for, respond to and recover from emergencies, such as flooding, cybercrime and civil unrest

1. Emergencies

Consider the following impacts on your business	High	Med	Low
Access to site and premises prevented			
Disruption from external events such as flooding or fire			
Critical equipment fails or a major supplier goes out of business			
Loss of electricity, water or gas			
Disruption to key transport networks			
Key staff are absent at the same time			
Burgled or vandalised office			
IT and telecommunications outages			



2. Plan ahead

What could you do to protect your business?	Yes	No
Check live alerts – sign up for flood alerts and Cross Sector Safety and Security Communications		
Horizon scanning – keep up to date with national and local issues		
Download the British Red Cross Emergency App		
Check your flood risk – coastal, river, rainfall/run-off		
Consider flood protection – raise electrical/valuable items and implement flood measures		
Consider insurance limits – excess and coverage terms and conditions, watch for small print and under insurance		
Understand site – evacuation routes, flood plans, chemical plans		
Consider back-up utilities – energy, water and communications		
Create checklist for new starters and leavers – new passwords, access codes and keys		
Follow data protection guidance		
Back-up computers and key documents - keep copies safe / offsite		
Undertake weekly security checks – IT / Fire Alarm / Safety System / Burglar Alarm		
Ensure staff understand colleagues' job roles to cover for absences		
Consider Health & Safety Staff Training including First Aid		
Create contact list of current and alternative suppliers		
Document key processes / procedures		
Share resilience plans and identify ways to support neighbouring businesses		



3. Communicate

How should you communicate?	Yes	No
Capture Business Emergency Contacts – overleaf		
Detail important information and contacts, including staff, emergency, customers and suppliers		
Communicate to staff		
Regularly review and update contacts (every 3 to 6 months)		
Keep contacts in a safe place / offsite		
Regularly test and check key elements of the plan (every 3 months to 6 months)		
Create an emergency 'grab bag' – key documents, plans and contact details		





Business Emergency Contacts

Your main contact details

Have you nominated a primary and deputy contact to implement the 10 Minute Plan?

Do you have an emergency contacts list for tradespeople such as glaziers, carpenters and electricians?

Alternative premises

Where can you go if you cannot access your premises? Is it suitably equipped for temporary operation of your core business activities? How would you communicate with your customers and suppliers? Who would do this if you were unavailable?

People you would need to contact

Insurance details

Insurance company (Claims Supporting contacts) _____

Landline: _____ Mobile: _____ Policy number: _____

Key People (Managers/Staff/Emergency contacts) _____

Landline: _____ Mobile: _____ Email: _____

Key Suppliers (Services/Stock/Equipment/Raw materials) _____

Landline: _____ Mobile: _____ Email: _____

Customers contacts [Capture separately if preferable]

Landline: _____ Mobile: _____ Email: _____

Neighbouring/Supporting Business

Landline: _____ Mobile: _____ Email: _____

Other Useful Contacts

Emergency services 101 non-emergency | 999 emergencies _____

Landline: _____ Mobile: _____

IT and cyber security support [add website] _____

Landline: _____ Mobile: _____

Emergency response contractor [add website] _____

Landline: _____ Mobile: _____

Electricity – (24hr faults) [add website] _____

Landline: _____ Mobile: _____ Acct no: _____ Shut off location: _____

Gas – (24hr emergency) [add website] _____

Landline: _____ Mobile: _____ Acct no: _____ Shut off location: _____

Water – (24hr) [add website] _____

Landline: _____ Mobile: _____ Acct no: _____ Shut off location: _____

Telephone provider [add website] _____

Landline: _____ Mobile: _____ Acct no: _____

Actions – Stay in contact with key people, keep them informed

Call 999 if people or property are in danger

Assess the impact on your business and how long it will last

Contact your insurance company (take lots of pictures and video as evidence of any loss or damage)

Contact staff, suppliers and customers to let them know what has happened

Use social media such as Facebook, Twitter and Snapchat to send messages out about business disruption

Identify what business activities can continue and which may need to be put on hold

Speak to neighbouring businesses to see if they can help

Contact your local council to see if they can

Find out more: www.bitc.org.uk/berg

Produced with support from the Norfolk Resilience Forum



Emergencies in Manchester City Centre: What to do

Some things in life we can plan, such as birthdays and weddings, but life isn't always that predictable. There are lots of emergencies that affect the UK every year, but fortunately in Manchester they don't happen often. While we can't prevent emergencies happening, we can plan ahead to minimise the impact.



Please note: during an emergency unless instructed otherwise, you should:



Go in – Wait inside until the all-clear is given by the emergency services.

Stay in – Close and stay away from all windows and doors. Remain calm and wait for further advice.

Tune in to your local radio station or internet/social media for further information or instructions, including updates on schools.



Initial emergency messages may contain information on the following:

- Brief details of the incident
- Affected areas, eg. which zone (s)
- Areas (zones or sectors) to be evacuated
- Updates on the situation (ongoing response, security arrangements in place, if it is safe to return etc).

It is strongly recommended that businesses sign-up to follow local emergency services via Twitter for up-to-the minute updates on emergencies (see links below).

Social media accounts

Greater Manchester Police
@gmpolice
gtrmanchesterpolice

Greater Manchester Fire and Rescue Service
@ManchesterFire
manchesterfire

North West Ambulance Service
@NWAmbulance
nwasofficial



What should I do if an evacuation of my zone is required?

- Follow the advice of the emergency services
- Implement your building evacuation plan and make sure everyone is out and accounted for
- Use security staff and other nominated staff to direct people to assembly points
- Secure your building (if possible)
- The Emergency Services will inform you of when it's safe to return to the affected areas of the city centre.



Manchester Business Continuity Forum (MBCF)

The MBCF is a free source of advice and guidance to help organisations prepare for business disruptions and emergencies. In the event of a major emergency, the MBCF will (where possible) share information about the incident with its members. To sign up to the Forum and for more information visit www.manchester.gov.uk/mbcf

CityCo

CityCo is Manchester's city centre management company. It is an independent, not-for-profit membership organisation that works in partnership with public and private sector businesses to strengthen the performance and reputation of Manchester City Centre. In the event of a major emergency, CityCo will help to distribute agreed messages and updates from the emergency services by live radio transmissions (where possible), alongside email and Twitter alerts. For more information and benefits of membership visit www.cityco.com

Grab bag check list

- Torch
- Mobile phone, charger and contact list
- Radio
- Information and documents
- Keys
- Money
- First aid kit
- Bottled water



How can I prepare?

You should prepare an evacuation plan for your premises and consider:

- How staff/visitors will be alerted. Ensure that they know what to do and where to go
- Who has responsibility for building evacuation and how are they trained?
- Pre-identify fire assembly points a safe distance from your building
- Pre-identify bomb assembly points (both primary and secondary) in different zones, based on minimum cordon distances, eg. 100m, 200m and 400m

- An assembly point outside the City Centre
- Consider the option of evacuation areas/the use of protected spaces, should an incident not warrant immediate evacuation (or in the event of a firearms attack)
- How would you support staff or visitors with specific needs (eg. visual impairments)?
- Prepare a 'grab bag' to take with you. Contents might include a torch, mobile phone and charger, radio, business continuity plan, information and documents, keys, money, first aid kit and bottled water.

BBC News
@BBCBreaking

Manchester Evening News
@MENewsdesk
ManchesterEveningNews

Manchester City Council
@ManCityCouncil
ManCityCouncil

North West Ambulance Service
@NWAmbulance
nwasofficial

Greater Manchester Fire and Rescue Service
@ManchesterFire
manchesterfire

Greater Manchester Police
@gmpolice
gtrmanchesterpolice

Sky News
@SkyNewsBreak
skynews



Emergencies in Manchester City Centre: What to do

Manchester City Centre has been divided into 3 sectors and 36 zones. This will assist the emergency services in managing a phased and controlled evacuation should there be an emergency in the City Centre.



